

### Remarks

Claims 1-6, 9-19, 29-33, and 36-45 are currently pending and claims 1, 12, 21, 29, and 38 have been amended. Applicants assert that all claims are in condition for allowance as set forth more fully below.

### Interview Summary

The undersigned participated in a telephone interview with the Examiner on April 14, 2005. During the interview, deficiencies in the Jones and MELBA references were discussed in relation to subject matter of the present application. Namely, it was discussed how none of the cited references disclose sending a page to a person responsible for a trouble ticket when the trouble ticket has a severity greater than a threshold where the severity level is set through a user interface as a number within a scale from a lowest priority to a highest priority, as opposed to simply paging based on an amount of time elapsing for a trouble ticket.

### 103 Rejections

Claims 1-6, 9, 11-13, 16-19, 21-25, 29-33, 36, 38, 39, and 42-50 stand rejected under 35 USC 103(a) as being unpatentable over Jones (US Pat 6,219,648) in view of Peregrine's MELBA. Claims 10, 14, 15, 28, 37, 40, 41, and 53 stand rejected under 35 USC 103(a) as being unpatentable over Jones in view of Peregrine's MELBA and further in view of Kidder (US Pat 6,445,774). Applicants respectfully traverse these rejections.

All pending claims now include recitations to the severity being set through the user interface at a number on a scale from an initial number at a lowest priority to a last number at a highest priority. Then, when the severity level as indicated by the number exceeds a threshold, a page is sent to the person responsible. This severity level is supported in the specification such as at FIG. 2 and the related discussion.

As discussed above, none of the cited references disclose such recitations. Jones discloses that a page may be sent based on an amount of time elapsing before a problem is handled but fails to disclose severity level set by a number within a scale where when the severity level exceeds the threshold the page is sent. MELBA also fails to disclose

such recitations as MELBA isn't concerned with such alerting of the personnel responsible.

Furthermore, all pending claims now include recitations to an escalation indication being entered via the user interface where the severity level has been increased. This is significant because it may be desirable to know that the situation has gotten worse such that the severity level was increased and the escalation indication is provided so that it can be determined from the escalation indication that the situation has worsened. This escalation is discussed in relation to FIG. 2 and also later on page 21 regarding reports about the escalation of severity.

Jones discusses escalation levels as being the time that has elapsed prior to the trouble ticket being resolved. However, as discussed above, Jones does not even disclose a severity level being a number from a scale but is just an elapsed time and therefore, certainly does not disclose an escalation indicator that shows that the severity level has increased. Again, MELBA fails to disclose such recitations as well.

Accordingly, Jones and MELBA, singly and in combination, fail to disclose all of the elements of the pending claims 1, 12, 29, and 38 such that the claims are allowable over the cited references. Furthermore, dependent claims 2-6, 9-11, 13-19, 22-25, 28, 30-33, 36-37, and 39-45 depend from allowable base claims and are also allowable for at least the same reasons.

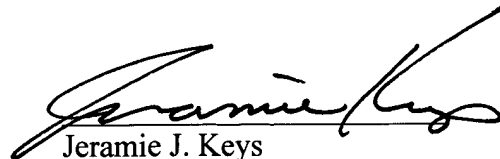
### Conclusion

Applicants assert that the application including claims 1-6, 9-19, 21-25, 28-33, and 36-45 is now in condition for allowance. Applicants request reconsideration in view of the amendments and remarks above and further request that a Notice of Allowability be provided. Should the Examiner have any questions, please contact the undersigned.

No fees are believed due beyond the fees for continued examination and a 2 month extension of time. However, please charge any additional fees or credit any overpayment to Deposit Account No. 50-3025.

Respectfully submitted,

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